



April 25, 2003

To Recipients of Massachusetts PAP Reports:

Aggregate and CLEC-specific Verizon Performance Assurance Plan ("PAP") Reports are now available for you to access and download from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures.

The March PAP Reports, which will be sent on April 25<sup>th</sup>, will be the last reports provided on paper. The PAP Reports, will be made available to wholesale customers and other parties solely via the WISE Performance Measures database beginning with the April performance reports which will be available in May.

For those parties who are requesting online access to these reports for the first time, instructions for obtaining access to WISE Performance Measures are enclosed in this letter. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those parties who already maintain WISE user-ids and passwords for reviewing aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C"), FCC or State reports, those user-ids and passwords will allow you to review your reports without any additional updating.

Listed are the names of two support organizations that can assist with any questions that you might have in obtaining reports from WISE Performance Measures.

?? National Service Center (WCCC Wholesale Customer Care Center): 1-800-483-7766  
For System Support-type problems (e.g., difficulty logging onto WISE Performance Measures, downloading your digital certificate, etc)

?? Performance Report Help Line: 1-800-959-9995  
Inquiries accepted on this line will address metrics associated with Verizon Carrier-to-Carrier Performance Reports.

#### Summary of Events

<b>Action</b>	<b>Data Month</b>	<b>Date Available</b> (or next business day)
- Obtain IDs for new users - Reports sent via Mail - Reports available via WISE	February 2003	March 25, 2003
- Reports sent via Mail - Reports available via WISE	March 2003	April 25, 2003
- Reports only available via WISE	April 2003	May 25, 2003

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email [enrique.j.lopez@verizon.com](mailto:enrique.j.lopez@verizon.com)

Respectfully,

Paul Bonfanti  
Director – Customer Relationship Management - Wholesale Metrics

Attachments

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: [www.verizon.com/wise](http://www.verizon.com/wise) This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select **"Where to Begin"**. In the **"Where to Begin"** section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled [http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measurement results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Near the bottom of the screen look, for a section entitled **\*\*\* PERFORMANCE MEASURES REPORTS & DOCUMENTATION \*\*\*** and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).